

# DISTRICT OF COLUMBIA

## FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT



### Emergency Medical Services (EMS)

#### FY 2013 Q1 Operational KPI Summary Report

KPI Number	Measure	FY 2012 Year End	FY 2013 Q1
1.1	Percentage of critical medical calls with first EMT arriving within 6 minutes 30 seconds dispatch to scene.	84.18%	82.55%
1.2	Average response time of first arriving EMT to critical medical calls.	4m 41s	4m 51s
1.3	Percentage of critical medical calls with first paramedic arriving within 8 minutes, dispatch to scene.	79.89%	77.21%
1.4	Average response time of first arriving paramedic to critical medical calls.	6m 7s	6m 22s
1.5	Percentage of critical medical calls with first transport unit arriving within 12 minutes, dispatch to scene.	88.13%	87.68%
1.6	Average response time of first arriving transport unit to critical medical calls.	7m 28s	7m 36s
1.7	Percentage of hospital drop times of 30 minutes or less.	28.17%	26.03%
1.8	Average hospital drop time.	41m 29s	41m 48s

## DC Fire and EMS Department FY 2013 Performance Management Plan – KPI Tracking

<b>Performance Plan Division or Office:</b>	Operations Bureau	<b>Unit or Office:</b>	AFC Operations
<b>Objective Number:</b>	1	<b>Initiative Number:</b>	N/A
<b>Supervising Manager / Chief Officer:</b>	DFC Coles	<b>Assisting:</b>	E. Johnson
<b>KPI Number:</b>	1.1		

<b>Individual Responsible for Data Entry to KPI Tracker System:</b>	J. Agers			
<b>FY 2013 Due Dates:</b>	(Q1) 02/28/2013	(Q2) 04/26/2013	(Q3) 07/26/2013	(Q4) 11/08/2013

**Performance Plan Objective:**

Objective 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.

**Key Performance Indicator (KPI) Description:**

Percentage of critical medical calls with first EMT arriving within 6 minutes 30 seconds dispatch to scene.

**Description of KPI Source Data and Collection Methods:**

The source of this data is Computer-Aided Dispatch (CAD) information managed by the Office of Unified Communications (OUC). The CAD data is extracted and is queried at FEMS into a database where it is maintained. Certain CAD dispatch codes are used to determine incident and unit response information which is then utilized to create a monthly standard report of response times.

**Description of KPI Numerator (if applicable):**

Number of first arriving EMT or Paramedic staffed vehicle response times (defined as dispatch to arrival time) to C-D-E coded EMS CAD dispatched incidents indicating vehicle arrival of 6 min. 30 sec. or less.

**Description of KPI Denominator (if applicable):**

Number of first arriving EMT or Paramedic staffed vehicle responses to C-D-E coded EMS CAD dispatched incidents.

Fiscal Year	Q1 Reported	Q2 Reported	Q3 Reported	Q4 Reported	FY Reported
2012 – Numerator Data	14,351	13,769	14,530	15,105	57,755
2012 – Denominator Data	16,581	16,604	17,327	18,097	68,609
2012 – Value Data	86.55%	82.93%	83.86%	83.46%	84.18%
2013 – Date Entered	02/22/2013				
2013 – Numerator Data	13,869				
2013 – Denominator Data	16,800				
2013 – Value Data	82.55%				

## DC Fire and EMS Department FY 2013 Performance Management Plan – KPI Tracking

<b>Performance Plan Division or Office:</b>	Operations Bureau	<b>Unit or Office:</b>	AFC Operations
<b>Objective Number:</b>	1	<b>Initiative Number:</b>	N/A
<b>Supervising Manager / Chief Officer:</b>	DFC Coles	<b>Assisting:</b>	E. Johnson
<b>KPI Number:</b>			1.2

<b>Individual Responsible for Data Entry to KPI Tracker System:</b>	J. Agers		
<b>FY 2013 Due Dates:</b>	(Q1) 02/28/2013	(Q2) 04/26/2013	(Q3) 07/26/2013
			(Q4) 11/08/2013

**Performance Plan Objective:**

Objective 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.

**Key Performance Indicator (KPI) Description:**

Average response time of first arriving EMT to critical medical calls.

**Description of KPI Source Data and Collection Methods:**

The source of this data is Computer-Aided Dispatch (CAD) information managed by the Office of Unified Communications (OUC). The CAD data is extracted and is queried at FEMS into a database where it is maintained. Certain CAD dispatch codes are used to determine incident and unit response information which is then utilized to create a monthly standard report of response times.

**Description of KPI Numerator (if applicable):**

Sum of vehicle response times (defined as dispatched to arrival time) for first arriving EMT or Paramedic staffed units to C-D-E coded EMS CAD dispatched incidents.

**Description of KPI Denominator (if applicable):**

Number of vehicle responses for first arriving EMT or Paramedic staffed units to C-D-E coded EMS CAD dispatched incidents.

Fiscal Year	Q1 Reported	Q2 Reported	Q3 Reported	Q4 Reported	FY Reported
<b>2012 – Numerator Data</b>	4,330,692 s	4,799,227 s	4,937,075 s	5,231,118 s	19,298,112 s
<b>2012 – Denominator Data</b>	16,581	16,604	17,327	18,097	68,609
<b>2012 – Value Data</b>	4m 21s	4m 49s	4m 45s	4m 49s	4m 41s
<b>2013 – Date Entered</b>	02/22/2013				
<b>2013 – Numerator Data</b>	4,896,897 s				
<b>2013 – Denominator Data</b>	16,800				
<b>2013 – Value Data</b>	4m 51s				

## DC Fire and EMS Department FY 2013 Performance Management Plan – KPI Tracking

<b>Performance Plan Division or Office:</b>	Operations Bureau	<b>Unit or Office:</b>	AFC Operations
<b>Objective Number:</b>	1	<b>Initiative Number:</b>	N/A
<b>Supervising Manager / Chief Officer:</b>	DFC Coles	<b>Assisting:</b>	E. Johnson
<b>KPI Number:</b>	1.3		

<b>Individual Responsible for Data Entry to KPI Tracker System:</b>	J. Agers			
<b>FY 2013 Due Dates:</b>	(Q1) 02/28/2013	(Q2) 04/26/2013	(Q3) 07/26/2013	(Q4) 11/08/2013

**Performance Plan Objective:**

Objective 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.

**Key Performance Indicator (KPI) Description:**

Percentage of critical medical calls with first paramedic arriving within 8 minutes, dispatch to scene.

**Description of KPI Source Data and Collection Methods:**

The source of this data is Computer-Aided Dispatch (CAD) information managed by the Office of Unified Communications (OUC). The CAD data is extracted and is queried at FEMS into a database where it is maintained. Certain CAD dispatch codes are used to determine incident and unit response information which is then utilized to create a monthly standard report of response times.

**Description of KPI Numerator (if applicable):**

Number of first arriving Paramedic staffed vehicle response times (defined as dispatch to arrival time) to C-D-E coded EMS CAD dispatched incidents indicating vehicle arrival of 8 minutes or less.

**Description of KPI Denominator (if applicable):**

Number of first arriving Paramedic staffed vehicle responses to C-D-E coded EMS CAD dispatched incidents.

Fiscal Year	Q1 Reported	Q2 Reported	Q3 Reported	Q4 Reported	FY Reported
2012 – Numerator Data	13,106	12,362	12,819	12,924	51,211
2012 – Denominator Data	15,849	15,524	16,121	16,607	64,101
2012 – Value Data	82.69%	79.63%	79.52%	77.82%	79.89%
2013 – Date Entered	02/22/2013				
2013 – Numerator Data	12,061				
2013 – Denominator Data	15,621				
2013 – Value Data	77.21%				

## DC Fire and EMS Department FY 2013 Performance Management Plan – KPI Tracking

<b>Performance Plan Division or Office:</b>	Operations Bureau	<b>Unit or Office:</b>	AFC Operations
<b>Objective Number:</b>	1	<b>Initiative Number:</b>	N/A
<b>Supervising Manager / Chief Officer:</b>	DFC Coles	<b>Assisting:</b>	E. Johnson
<b>KPI Number:</b>	1.4		

<b>Individual Responsible for Data Entry to KPI Tracker System:</b>	J. Agers		
<b>FY 2013 Due Dates:</b>	(Q1) 02/28/2013	(Q2) 04/26/2013	(Q3) 07/26/2013
			(Q4) 11/08/2013

**Performance Plan Objective:**

Objective 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.

**Key Performance Indicator (KPI) Description:**

Average response time of first arriving paramedic to critical medical calls.

**Description of KPI Source Data and Collection Methods:**

The source of this data is Computer-Aided Dispatch (CAD) information managed by the Office of Unified Communications (OUC). The CAD data is extracted and is queried at FEMS into a database where it is maintained. Certain CAD dispatch codes are used to determine incident and unit response information which is then utilized to create a monthly standard report of response times.

**Description of KPI Numerator (if applicable):**

Sum of vehicle response times (defined as dispatch to arrival time) for first arriving Paramedic staffed units to C-D-E coded EMS CAD dispatched incidents.

**Description of KPI Denominator (if applicable):**

Number of vehicle responses for first arriving Paramedic staffed units to C-D-E coded EMS CAD dispatched incidents.

Fiscal Year	Q1 Reported	Q2 Reported	Q3 Reported	Q4 Reported	FY Reported
<b>2012 – Numerator Data</b>	5,406,595 s	5,771,455 s	5,980,955 s	6,353,663 s	23,512,668 s
<b>2012 – Denominator Data</b>	15,849	15,524	16,121	16,607	64,101
<b>2012 – Value Data</b>	5m 41s	6m 12s	6m 11s	6m 23s	6m 7s
<b>2013 – Date Entered</b>	02/22/2013				
<b>2013 – Numerator Data</b>	5,962,259				
<b>2013 – Denominator Data</b>	15,621				
<b>2013 – Value Data</b>	6m 22s				

## DC Fire and EMS Department FY 2013 Performance Management Plan – KPI Tracking

<b>Performance Plan Division or Office:</b>	Operations Bureau	<b>Unit or Office:</b>	AFC Operations
<b>Objective Number:</b>	1	<b>Initiative Number:</b>	N/A
<b>Supervising Manager / Chief Officer:</b>	DFC Coles	<b>Assisting:</b>	E. Johnson
<b>KPI Number:</b>	1.5		

<b>Individual Responsible for Data Entry to KPI Tracker System:</b>	J. Agers			
<b>FY 2013 Due Dates:</b>	(Q1) 02/28/2013	(Q2) 04/26/2013	(Q3) 07/26/2013	(Q4) 11/08/2013

**Performance Plan Objective:**

Objective 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.

**Key Performance Indicator (KPI) Description:**

Percentage of critical medical calls with first transport unit arriving within 12 minutes, dispatch to scene.

**Description of KPI Source Data and Collection Methods:**

The source of this data is Computer-Aided Dispatch (CAD) information managed by the Office of Unified Communications (OUC). The CAD data is extracted and is queried at FEMS into a database where it is maintained. Certain CAD dispatch codes are used to determine incident and unit response information which is then utilized to create a monthly standard report of response times.

**Description of KPI Numerator (if applicable):**

Number of first arriving transport unit response times (defined as dispatch to arrival time) to C-D-E coded EMS CAD dispatched incidents indicating vehicle arrival of 12 minutes or less.

**Description of KPI Denominator (if applicable):**

Number of first arriving transport unit responses to C-D-E coded EMS CAD dispatched incidents.

Fiscal Year	Q1 Reported	Q2 Reported	Q3 Reported	Q4 Reported	FY Reported
2012 – Numerator Data	14,785	14,200	14,465	14,789	58,239
2012 – Denominator Data	16,234	15,917	16,626	17,306	66,083
2012 – Value Data	91.07%	89.21%	87.00%	85.46%	88.13%
2013 – Date Entered	02/22/2013				
2013 – Numerator Data	14,168				
2013 – Denominator Data	16,158				
2013 – Value Data	87.68%				

## DC Fire and EMS Department FY 2013 Performance Management Plan – KPI Tracking

<b>Performance Plan Division or Office:</b>	Operations Bureau	<b>Unit or Office:</b>	AFC Operations
<b>Objective Number:</b>	1	<b>Initiative Number:</b>	N/A
<b>Supervising Manager / Chief Officer:</b>	DFC Coles	<b>Assisting:</b>	E. Johnson
<b>KPI Number:</b>	1.6		

<b>Individual Responsible for Data Entry to KPI Tracker System:</b>	J. Agers		
<b>FY 2013 Due Dates:</b>	(Q1) 02/28/2013	(Q2) 04/26/2013	(Q3) 07/26/2013
			(Q4) 11/08/2013

**Performance Plan Objective:**

Objective 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.

**Key Performance Indicator (KPI) Description:**

Average response time of first arriving transport unit to critical medical calls.

**Description of KPI Source Data and Collection Methods:**

The source of this data is Computer-Aided Dispatch (CAD) information managed by the Office of Unified Communications (OUC). The CAD data is extracted and is queried at FEMS into a database where it is maintained. Certain CAD dispatch codes are used to determine incident and unit response information which is then utilized to create a monthly standard report of response times.

**Description of KPI Numerator (if applicable):**

Sum of vehicle response times (defined as dispatch to arrival time) for first arriving transport units to C-D-E coded EMS CAD dispatched incidents.

**Description of KPI Denominator (if applicable):**

Number of vehicle responses for first arriving transport units to C-D-E coded EMS CAD dispatched incidents.

Fiscal Year	Q1 Reported	Q2 Reported	Q3 Reported	Q4 Reported	FY Reported
2012 – Numerator Data	6,707,012 s	7,049,390 s	7,625,038 s	8,236,807 s	29,618,247 s
2012 – Denominator Data	16,234	15,917	16,626	17,306	66,083
2012 – Value Data	6m 53s	7m 23s	7m 39s	7m 56s	7m 28s
2013 – Date Entered	02/22/2013				
2013 – Numerator Data	7,361,312				
2013 – Denominator Data	16,158				
2013 – Value Data	7m 36s				

## DC Fire and EMS Department FY 2013 Performance Management Plan – KPI Tracking

<b>Performance Plan Division or Office:</b>	Operations Bureau	<b>Unit or Office:</b>	AFC Operations
<b>Objective Number:</b>	1	<b>Initiative Number:</b>	N/A
<b>Supervising Manager / Chief Officer:</b>	DFC Coles	<b>Assisting:</b>	E. Johnson
<b>KPI Number:</b>			1.7

<b>Individual Responsible for Data Entry to KPI Tracker System:</b>	J. Agers		
<b>FY 2013 Due Dates:</b>	(Q1) 02/28/2013	(Q2) 04/26/2013	(Q3) 07/26/2013 (Q4) 11/08/2013

**Performance Plan Objective:**

Objective 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.

**Key Performance Indicator (KPI) Description:**

Percentage of hospital drop times of 30 minutes or less.

**Description of KPI Source Data and Collection Methods:**

The source of this data is Computer-Aided Dispatch (CAD) information managed by the Office of Unified Communications (OUC). The CAD data is extracted and is queried at FEMS into a database where it is maintained. Certain CAD dispatch codes are used to determine incident and unit response information which is then utilized to create a monthly standard report of drop times.

**Description of KPI Numerator (if applicable):**

Number of patient transport drop times (defined as arrival at hospital to clearing time) for EMS CAD dispatched incidents indicating transport unit hospital arrival of 30 minutes or less.

**Description of KPI Denominator (if applicable):**

Number of transport unit responses including hospital arrival.

Fiscal Year	Q1 Reported	Q2 Reported	Q3 Reported	Q4 Reported	FY Reported
2012 – Numerator Data	7,866	7,251	7,048	6,350	28,515
2012 – Denominator Data	24,774	24,746	25,507	26,181	101,208
2012 – Value Data	31.75%	29.30%	27.63%	24.25%	28.17%
2013 – Date Entered	02/22/2013				
2013 – Numerator Data	6,374				
2013 – Denominator Data	24,491				
2013 – Value Data	26.03%				

## DC Fire and EMS Department FY 2013 Performance Management Plan – KPI Tracking

<b>Performance Plan Division or Office:</b>	Operations Bureau	<b>Unit or Office:</b>	AFC Operations
<b>Objective Number:</b>	1	<b>Initiative Number:</b>	N/A
<b>Supervising Manager / Chief Officer:</b>	DFC Coles	<b>Assisting:</b>	E. Johnson
<b>KPI Number:</b>			1.8

<b>Individual Responsible for Data Entry to KPI Tracker System:</b>	J. Agers		
<b>FY 2013 Due Dates:</b>	(Q1) 02/28/2013	(Q2) 04/26/2013	(Q3) 07/26/2013 (Q4) 11/08/2013

**Performance Plan Objective:**

Objective 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.

**Key Performance Indicator (KPI) Description:**

Average hospital drop time.

**Description of KPI Source Data and Collection Methods:**

The source of this data is Computer-Aided Dispatch (CAD) information managed by the Office of Unified Communications (OUC). The CAD data is extracted and is queried at FEMS into a database where it is maintained. Certain CAD dispatch codes are used to determine incident and unit response information which is then utilized to create a monthly standard report of drop times.

**Description of KPI Numerator (if applicable):**

Sum of patient transport drop times (defined as arrival at hospital to clearing time) for EMS CAD dispatched incidents indicating transport unit hospital arrival.

**Description of KPI Denominator (if applicable):**

Number of transport unit responses indicating hospital arrival.

Fiscal Year	Q1 Reported	Q2 Reported	Q3 Reported	Q4 Reported	FY Reported
2012 – Numerator Data	56,077,307 s	58,054,111 s	60,405,160 s	65,440,054 s	239,976,632 s
2012 – Denominator Data	24,774	24,746	25,507	26,181	101,208
2012 – Value Data	37m 44s	39m 6s	39m 28s	41m 40s	41m 29s
2013 – Date Entered	02/22/2013				
2013 – Numerator Data	61,416,208				
2013 – Denominator Data	24,491				
2013 – Value Data	41m 48s				